

Notice of References Cited	Application/Control No. 09/872,188	Applicant(s)/Patent Under Reexamination MULLEN, DAVID C.	
	Examiner Jennifer N. To	Art Unit 2195	Page 1 of 1

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*	B	US-6,563,920	05-2003	Flockhart et al.	379/265.1
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	M	US-			

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NON-PATENT DOCUMENTS

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	V	Lesaint, "Dynamic Workforce Scheduling for British Telecommunication plc", Interfaces 30, pages 45-56, 2000.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.